

(800) 473-6757

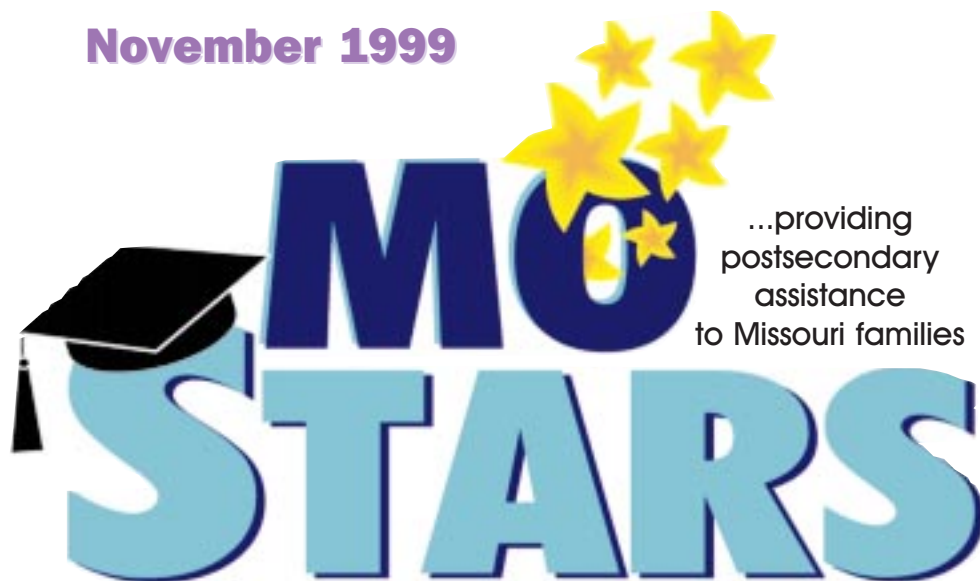


Call the
MOSTARS
Information
Center

to speak with trained
staff members about
any article published in
this newsletter
or to obtain free
information about the
state and federal
student financial
assistance programs.

(573) 751-3940

November 1999



Missouri Student Assistance Resource Services

MOSTARS is a division of the Missouri Department of Higher Education



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This portion of the **MOSTARS** newsletter includes questions and answers regarding various topics brought to our attention by MOSTARS clients.

Beth Ziehmer
(573) 751-1774
USER ID: eulinger

If you happen to see one of your questions published, you should give yourself a pat on the back for asking a question that may benefit other clients.

In addition, if you think there is a need for a published clarification on a particular topic, please feel free to contact the **MOSTARS Information Center at (800) 473-6757 or (573) 751-3940** to discuss the topic. ★

Fall Workshop Q&A

MOSTARS staff have provided answers to the following questions asked by clients at our recent 1999 Fall Workshops.

Missouri College Guarantee Program

In order to qualify for a Missouri College Guarantee Program award, a student must meet certain high school eligibility criteria such as grade point average, composite test scores and participation in extracurricular activities. How are a student's GPA and extracurricular activities verified?

The information contained in existing assessment data files that are currently used for the "Bright Flight" Scholarship Program will be used to identify and verify the student's high school eligibility criteria for the Missouri College Guarantee Program. The current FAFSA database that is used for the Gallagher Grant Program will be used to determine the student's financial need and eligibility for the need-based scholarship program.

Advantage Missouri Program

The Advantage Missouri Program application includes a six-digit field under "School Certification" in which the school must enter the CIP code of the academic program in which the applicant is enrolled. What is the CIP code?

CIP stands for Classification Instructional Program, which represents the program category of the qualifying program in which the student is enrolled and is used to verify the applicant is enrolled in a designated academic program. If the CIP code on the student's application does not match the CIP code in the designated program inventory, the applicant will be determined ineligible, and the application will be returned to the school. An official list of the designated programs along with the CIP categories is provided to all Missouri participating schools and also can be obtained by contacting MOSTARS.

For the 1999-2000 academic year, there was no specific deadline for submitting Advantage Missouri Program applications. Will a deadline be established for the 2000-01 academic year?

MOSTARS anticipates that an application deadline will be established for the 2000-01 academic year. Watch for further information regarding this subject in future MOSTARS newsletters or in separate memoranda distributed to participating schools.

The Advantage Missouri Program is a need-based program. How does need affect the selection of applicants?

Available funds are awarded according to the following priority groups: 1) renewal applicants from the prior award year, 2) non-renewal applicants enrolled in the first or second year of their academic programs and 3) non-renewal applicants enrolled in the third or fourth year of their academic programs. Because the Advantage Missouri Program is subject to state funding, the applicants within a priority group who have the lowest expected family contribution are given the highest consideration. To be considered for the Advantage Missouri Program, an interested applicant must complete the Free Application for Federal Student Aid (FAFSA). The EFC calculated by the U.S. Department of Education from the FAFSA is transmitted to MOSTARS and is used in the Advantage Missouri Program selection process.

Who will receive pre-printed, renewal Advantage Missouri Program applications for the 2000-01 academic year?

Tentatively, MOSTARS anticipates renewal applications will be distributed directly to current Advantage Missouri Program recipients for the 2000-01 academic year.

State Assistance Programs

MOSTARS recently implemented procedures to disburse funds from state assistance programs to schools via electronic funds transfer. Does MOSTARS anticipate the establishing of a process that permits schools to return state assistance program funds to MOSTARS via EFT?

MOSTARS is currently reviewing options offered by the state accounting system that will enable schools to return state assistance program funds to MOSTARS via EFT. It is anticipated that MOSTARS will begin testing this process during the 2000-01 academic year.

Federal Family Education Loan Program

Beginning July 1, 2000, FFELP rules will require schools and lenders to provide information to borrowers at specific times concerning the availability of the Student Loan Ombudsman's Office. How will schools and lenders be informed about what information must be provided concerning the ombudsman?

Final rules do not define specific information that must be provided by schools or lenders concerning the ombudsman. However, the U.S. Department of Education recently provided a toll-free number for the ombudsman's office: (877) 557-2575. Additionally, a web site has been established that provides information such as answers to frequently asked questions about the role of the ombudsman. This web site can be accessed at <http://sfahelp.ed.gov/>.

How do you process an additional unsubsidized loan if a parent is denied a PLUS loan?

The school must obtain and retain in the student's file documentation that the lender has denied the student's parent a PLUS loan. In some cases, the school may choose to process such an increase as an adjustment, that is, a loan increase. However, in some cases, the school will be required to certify a new loan (for example, when the additional unsubsidized funds exceed the borrower's requested amount on a common Stafford application and promissory note or when an unsubsidized loan has not been guaranteed for the borrower).

Federal Stafford Loan Master Promissory Note

What is the difference between notification and confirmation?

The U.S. Department of Education recently changed the terminology used to describe the notification and confirmation processes originally outlined in Dear Colleague Letter GEN-98-25. The department now refers to "confirmation" in general terms as a process that must be developed and documented by schools and lenders to ensure that a borrower wants subsequent loans under the Federal Stafford Loan Master Promissory Note.

Passive Confirmation, previously referred to as Notification, is the process by which the school or lender notifies the borrower of the proposed loan types and amounts. The borrower is required to take action only to reject or adjust the type or amount of the loan. Although the initial disclosure provided to the borrower by the lender constitutes passive confirmation, it must be supplemented by another passive or active confirmation process.

Active Confirmation, previously referred to as Confirmation, is the process by which the school or lender advises the borrower of the proposed loan types and amounts. The borrower must take action to confirm the loan type or to request a specific loan amount. A school or lender can establish active confirmation for the entire loan or can request that the borrower actively confirm each disbursement of the loan.

How is confirmation performed if a school has additional questions?

The school can arrange with its servicer or another partner, such as the lender, to provide an active or passive confirmation process. The school also can choose to develop a confirmation process independently. However, if the school chooses to implement a confirmation process that will be facilitated by its servicer or another loan industry partner, the school is not relieved of its responsibility to ensure and document that an active or passive confirmation process is in place.



For Your Convenience

An information box indicating subject matter accompanies each article in this newsletter. This box also contains an identifiable icon, the name of the article's contact person (where applicable), his or her phone number and e-mail user ID. The formula for e-mail addresses at MOSTARS and the Missouri Department of Higher Education is as follows:

USER ID?cbhe400@ admin.mocbhe.gov

Remember, you also can contact the MOSTARS Information Center at (800) 473-6757 or (573) 751-3940 with any questions.

1999 Fall Workshop

Highlights

MOSTARS' fall workshops "Trek To The New Millennium," took about 300 colleagues in Springfield, Kansas City, Columbia and St. Louis on a voyage into the student financial aid profession. By adding new interactive activities and music to get the participants more involved, the workshop format was different from previous MOSTARS workshops.

Judy Cantoni, MOSTARS student assistance associate, welcomed the participants, and **Dan Peterson**, MOSTARS deputy director, provided an update and overview of MOSTARS activities and programs.

Carolyn Brown, MOSTARS coordinator for compliance, explained

the complicated federal registrar in simpler terms. Her session, titled "NPRM — The Undiscovered Country," gave her the opportunity to clarify certain issues contained in the proposed rule-making process. "Always count on Carolyn to understand it and relate it to us so we can understand," one attendee said.

Judy Cantoni explained the Master Promissory Note. She distributed MOSTARS' newly developed *Master Promissory Note Manual* so participants could discuss issues and ask questions regarding the implementation of the MPN process. The session eased some of the anxiety the *MPN Manual* process has brought to Missouri's student financial aid industry. To request a copy of the *MPN Manual*, contact the MOSTARS Information Center at (800) 473-6757 or (573) 751-3940.

After lunch, participants could choose from two breakout sessions. Dan Peterson discussed the new state student financial assistance programs, including the Advantage Missouri, the Missouri College

Guarantee, the Bridge Scholarship and the Missouri Saving for Tuition (MO\$T) Programs. Dan gave participants details regarding student eligibility, program appropriations and the application process.

Pam King focused on electronic loan processing issues, including MOSTARS CLIPS products and CommonLine transactions. She answered questions on subsidized/unsubsidized reallocation, hold and release, and loan increase transactions. The information proved to be valuable to institutions that electronically process loans. Because of the requests for more information, Pam and other MOSTARS staff will be doing a demonstration at the 1999 fall MASFAP conference Nov. 15 in the "tech room" at the Lodge of the Four Seasons. If you or your staff is interested in a personal demonstration of the products, contact your MOSTARS client services representative.

Client service representatives **Natalee Girardi**, along with **Michelle Krambeck**, led the audience through a session titled (see workshop, page 7)



Natalee Girardi, along with Michelle Krambeck, led the audience through a session entitled "Episode III: The Search for Financial Assistance Resources."

Resources

on the World Wide Web



STUDENT AND PARENT RESOURCES

MOSTARS	www.mocbhe.gov
MO\$T (Missouri Savings for Tuition)	www.missourimost.org
MOHELA	www.mohela.com
Sallie Mae	www.salliemae.com
ACT	www.ACT.org
College Board	www.collegeboard.com
Jump\$tart Coalition	www.jumpstartcoalition.org
Mapping-Your-Future (college, career and financial aid information)	www.mapping-your-future.org
Peterson's (education and career information)	www.petersons.com
Office of Postsecondary Education Information for Students	www.ed.gov/offices/OPE/Students/
College Is Possible	www.collegeispossible.org
College Opportunities On-Line (COOL)	www.nces.ed.gov/ipeds/cool
Think College Early	www.ed.gov/thinkcollege/early
FAFSA on the Web	www.fafsa.ed.gov
Alternatives to FAFSA on the Web	www.ed.gov/offices/OPE/express.html
The Student Guide (financial aid information)	www.ed.gov/prog_info/SFA/StudentGuide/
The SmartStudent™ Guide to Financial Aid	www.finaid.org
fastWEB (scholarship search)	www.fastWEB.com
Hope Scholarship and Lifetime Learning Credit	www.ed.gov/its/hope
Federal Direct Loan Program	www.ed.gov/offices/OPE/DirectLoan/
Guide to Defaulted Student Loans	www.ed.gov/offices/OPE/DCS/

SFA AND HIGH SCHOOL ADMINISTRATOR RESOURCES

Missouri Association of Student Financial Aid Personnel (MASFAP)	www.masfap.com
Midwest Association of Student Financial Aid Administrators (MASFAA)	www.masfaaweb.org
National Association of Student Financial Aid Administrators (NASFAA)	www.nasfaa.org
National Council of Higher Education Loan Programs, Inc. (NCHELP)	www.nchelp.org
National Association of College and University Business Officers (NACUBO)	www.nacubo.org
American Association of Collegiate Registrars and Admissions Officers	www.aacrao.com
American Council on Education	www.acenet.edu
Selective Service	www.sss.gov
U.S. House and Senate	thomas.loc.gov
U.S. Department of Education	www.ed.gov
Office of Postsecondary Education	www.ed.gov/offices/OPE
Advisory Committee on Student Financial Assistance	www.ed.gov/offices/AC/ACSFA
U.S. Department of Education Information for Financial Aid Professionals	www.ifap.ed.gov
U.S. Department of Education Financial Responsibility Page	www.ed.gov/offices/OPE/PPI/finanrep.html
National Student Loan Clearinghouse	www.nslc.org
Office of Inspector General	home.gvi.net/~edoig
Federal Register	www.access.gpo.gov/su_docs/aces/aces140.html
Application for Approval to Participate in Federal SFA Programs	www.eligcert.ed.gov
Title IV Institution Codes	www.ed.gov/offices/OSFAP/Students/apply/search.html
Reauthorization of the Higher Education Act	www.ed.gov/offices/OPE/PPI/Reauthor/

OTHER RESOURCES

Download Acrobat Reader	www.adobe.com
Year 2000 Project	www.ed.gov/y2k

Changes to Combined Eligible Lender List

Clients who use the Missouri Student Loan Program Combined Eligible Lender List should make note of the following changes. New lists are printed upon request, so your list may already contain these changes. Refer to the effective date of the changes, and compare them to the date listed at the bottom left corner of your list to determine whether or not you should pencil in these changes.

Additions

Citibank (New York State) c/o AFSA, OE 822904-00

Participation: Sub, Unsub, Pre
Added Sept. 30

Educaid, a First Union Company, OE 833685-00

Participation: Sub, Unsub, Pre
Added Sept. 17

Changes

Crestar Bank, OE 811304

New Name: SunTrust Banks, Inc. c/o Student Loan Servicing Center
Participation: Sub Pre, Unsub Pre and PLUS Pre
Changes made Oct. 1

Crestar Bank, OE 819873

New Name: SunTrust Banks, Inc.
Change made Oct. 1

Crestar Bank c/o USA Group, OE 811303

New Name: SunTrust Banks, Inc. c/o USA Group
Change made Oct. 1

Deletions

Normandy Bank c/o MOHELA, OE 823784-00 & -50

Removed Oct. 6

Participation Lists



CariAnne Cutshall
(573) 522-2008
USER ID: ccutshal

For immediate client access, we have added this list to the MOSTARS web site at www.mocbhe.gov/mostars/studln2.htm. We will update the on-line list monthly with the changes published in this newsletter.

Please refer to the August 1998 FFELPfacts for more information. You also can view a sample of the list in the October 1998 issue of the MOSTARS newsletter. ★

Check your mailing label



Please take a moment to check the mailing label on the back of this newsletter. This address is the most recent information MOSTARS has on its general database.

- Is the mailing address correct?
- Is the name of your institution correct?
- Is this newsletter being mailed to the appropriate person at your institution?
- Is the correct job title printed on the mailing label?

If any of this information is NOT correct, mail, e-mail or fax your current information to:

MOSTARS
Becky Whithaus
3515 Amazonas Dr.
Jefferson City, MO 65109
FAX (573) 751-6635
bwhithau?cbhe400@admin.mocbhe.gov

MOSTARS appreciates your assistance! ★



Carolyn Brown, MOSTARS coordinator for compliance, explained the complicated federal registrar in simpler terms.

"Trek To The New Millennium"

(workshop, from page 4)

"Episode III: The Search for Financial Assistance Resources." They provided information and involved attendees in an exercise to demonstrate the process of citing federal law, regulations, state statutes and administrative rules pertaining to federal and state student financial assistance programs.

MOSTARS staff closed the day with "The Voyage Home," a quick "wrap-up" and question and answer period. There were a number of questions asked and discussed throughout all

the sessions. Some of these questions and the answers are provided on pages 2 and 3 of this newsletter.

The MOSTARS staff was excited about the participation of its colleagues and by the positive feedback regarding this year's workshops.

"This is No. 7 of the fall workshops that I have attended — the best no doubt!" one attendee said. "Thank you for the information."

If you are interested in receiving the materials distributed at the 1999 fall workshops, contact Amy Haller, administrative assistant, at (573) 526-7958. ★

MOSTARS sponsors Mapping-Your-Future

MOSTARS is committed to providing students and families with information about college and career choices and student financial assistance. To help accomplish this mission, MOSTARS participates as a sponsor in Mapping-Your-Future, a web site that provides up-to-date information about student assistance and innovative student aid services. The web site is designed to provide information about higher education and career opportunities. Focusing on the needs of the individual student, the site offers a 10-step guide for planning a career and selecting and paying for school.

Visit the Mapping-Your-Future web site at www.mapping-your-future.org. You also can access the site through MOSTARS' web site at www.mocbhe.gov/mostars/resource.html. ★

Upcoming Chat Nights:

- **Dec. 7, 1999**
FAFSA and financial aid
- **Feb. 1, 2000**
FAFSA and financial aid
- **March 14, 2000**
Careers, summer jobs and internships
- **June 13, 2000**
Non-traditional students



News

Judy Cantoni
(573) 335-1150
USER ID:
judyc

CLIPS for Windows Version 2.2 Now Available

GuaranTec, the Missouri Student Loan Program servicer, has released the latest version of CLIPS for Windows. The MSLP has encouraged all CLIPS for Windows clients to upgrade to the latest version by Nov. 1 or by the earliest possible date. Features of version 2.2 include a laser-printed Notice of Loan Guarantee and Disclosure Statement for lenders and application-level disbursement hold and release capability.

Clients can download the upgrade from the GuaranTec

web site or request that an installation CD be sent to them.

Clients who use dial-in access to the Internet are encouraged to request an installation CD because long download times may occur. Contact the GuaranTec PC Services Help Desk at (800) 535-4357 or Keith Broadus, MOSTARS senior associate – technology, at (800) 473-6757 or (573) 526-0876 if you have any questions. ★

ATOM News



Keith Broadus
(573) 526-0876
USER ID:
kbroadus

DOS/CLIPS Application- Processing Software to be Discontinued

The Missouri Student Loan Program wants to remind clients that the DOS/CLIPS application-processing software will not be supported after Dec. 31. CrossTalk®, the communications software that DOS/CLIPS employs, is not year-2000 compliant. Users transmitting information using DOS/CLIPS will find their dial-in access disabled after Dec. 31.

Thus, the MSLP is asking all current DOS/CLIPS users to migrate to the CLIPS for

Windows or e*CLIPS software products as soon as possible.

For more information or to schedule an installation, contact your MOSTARS client service representative or Keith Broadus, MOSTARS senior associate – technology, at (800) 473-6757 or (573) 526-0876. ★

ATOM News



Keith Broadus
(573) 526-0876
USER ID:
kbroadus

LENDERS

Watch your mail for another Unreported

Loans Report. It is imperative these loans be cleaned up on the Missouri Student Loan Program Database and the National Student Loan Database.

Life 101

Missouri High School Seniors to Receive Free Life 101 Magazine

High school seniors have a lot to learn about college preparation, money management, student financial assistance and even Oprah Winfrey.

As a result, the MOSTARS Default Prevention Task Force distributed free issues of *Life 101* magazine during the month of October to all Missouri high school seniors. The magazine contains information about how students can make the transition from high school to college and the workforce.

The magazine includes tips on selecting careers, descriptions of federal and state student financial assistance programs, advice on managing money and checking accounts, and a college preparation calendar.

In addition, a profile of talk show host Oprah Winfrey is included. Winfrey rose from humble beginnings to become who *Entertainment Weekly* calls the most powerful person in entertainment. Her life story is used as an inspiration to high school seniors who are uncertain about their chances for success after high school.

For more information about *Life 101*, contact the MOSTARS Information Center at (800) 473-6757 or (573) 751-3940. ★



News

CariAnne Cutshall
(573) 522-2008
USER ID: ccutshal

"The Missouri Department of Higher Education wants students to know that success after high school is within their reach," Missouri

Commissioner of Higher Education Kala M. Stroup said. "This magazine will give them information they need to make smart decisions for success in college."



Holiday Reminder

The holidays for MOSTARS and GuaranTec for the remainder of 1999 are as follows:

MOSTARS	GuaranTec
Nov. 25 and 26	Nov. 25 and 26
Dec. 24	Dec. 24 and 27
Dec. 31	Dec. 31

MOSTARS and GuaranTec staff will be available New Year's weekend to check systems. MOSTARS looks forward to serving you in the year 2000. ★

SSCR Scheduling Change

The National Student Loan Data System announced a one-time change to the schedule by which Student Status Confirmation Report rosters are sent to schools.

In an electronic announcement dated Oct. 4 and posted on the U.S. Department of Education's web site on Oct. 13, NSLDS announced that all schools should have received SSCR rosters at the beginning of November. Schools have the usual 30 days to respond to the roster file and 10 days to

correct any errors. No rosters will be produced by NSLDS for

December. In January, NSLDS will resume generating SSCR rosters according to the school's selected schedule.

Further information can be obtained from the Oct. 4 NSLDS announcement posted on the U.S. Department of Education's web site at <http://ifap.ed.gov>. ★



News

Carolyn Brown
(573) 751-1767
USER ID: carolyn

Welcome!

MOSTARS welcomed two new staff members in November.

Amy Fennewald is the newest member of the Missouri Department of Higher Education's public information unit. As a program specialist, Amy is responsible for designing and updating the department's publications, including the MOSTARS newsletter.

Amy said she enjoys the variety of her job, as well as working in a team with the other public information staff members. In addition, she is looking forward to working on projects that will allow her to use her creativity.

Amy graduated from the University of Missouri-St. Louis in August with a bachelor of fine arts degree, specializing in graphic design. While she was a student at UMSL, Amy worked at SuperMarket Merchandising in St. Louis as a graphic designer, designing the company's 500-page catalog, and at Mathews Medical Books in St. Louis as an assistant to the graphic designer.

Amy and her husband, Richard, moved to Jefferson City in October. When she is not working, Amy enjoys crocheting, cross-stitching and spending time with her 2-year-old niece, Allison.

Staff News

Karla Briggs took the position of program specialist in the MOSTARS Information Center on

Oct. 18. Among her various duties, she will be answering questions about student financial assistance programs from students, parents, schools and lenders on MOSTARS' toll-free number.

Karla was interested in the position because of her desire to help students find financial assistance for college and her interest in working in the education field.

Karla received a bachelor's degree in agriculture education from Central Missouri State University. Before joining MOSTARS, she worked at Missouri Farm Bureau in Jefferson City as a Missouri agriculture marketing assistant.

She and her husband, Stuart, live in Holt Summit and have a 6-month-old son, Brody. In her free time, Karla enjoys gardening, reading and playing softball.

Welcome, Amy and Karla! ★

The Missouri Department of Higher Education makes every effort to provide program accessibility to all citizens without regard to disability. If you require this publication in an alternate form, please contact our MOSTARS Information Center at (800) 473-6757 or (573) 751-3940. Hearing/speech impaired may call (800) 735-2966.

Missouri Department of Higher Education
3515 Amazonas Drive
Jefferson City, MO 65109

FIRST CLASS

MOSTARS, a division of the Missouri Department of Higher Education, publishes this newsletter to inform Missouri's financial aid community of current issues concerning the Missouri Student Loan Program and the Missouri grant and scholarship programs.

Dr. Ray HenryCBHE Chairman

Dr. Kala M. Stroup.....Commissioner
of Higher Education

Karen MisjakMOSTARS Director